

# City Lights

A Business-to-Business Publication from Marietta Power

Fall 2004

## Public Power Week and Clean Water Week Celebration was Held October 3-9

The Marietta Board of Lights and Water (BLW) celebrated Public Power Week and Clean Water Week with a variety of special events during the week of October 3-9.



Highlights of the celebration included:

- A poster contest with our adopted school, Park Street Elementary;
- Informational displays at Marietta facilities, and refreshments for customers at the Board of Lights and Water Customer Service Center;
- Luncheon for all employees to honor their efforts to provide quality service.

The BLW was created in 1906 by the citizens and for the citizens of Marietta.

Today, almost 100 years later, our utilities continue to work to serve our great community. Marietta Power provides dependable power and quality customer service, while Marietta Water provides our community with safe drinking water and water source protection.

Marietta Power represents a part of a rich tradition of public power in the United States. The American Public Power Association calls public power "an American tradition that works."

The first U.S. municipal electrical utility came into existence in 1882, and more than 350 have already celebrated their 100th birthdays. In all, more than 2,000 public utilities operate today. These utilities serve more than 40 million people in some of our nation's largest and smallest communities. For example, Los Angeles, Seattle, San Antonio and Orlando currently operate publicly owned electrical utilities. Many others serve communities of fewer than 3,000 people.

Clean water became a national priority in 1972 when Congress passed the Clean Water Act. The act established the structure for regulating discharges of pollutants into U.S. waterways, and granted the U.S. Environmental Protection Agency the authority to implement pollution control programs and set wastewater standards for the water industry.

To learn more about the BLW's efforts to provide you with the highest quality service every day of the year, please visit [www.mariettapower.com](http://www.mariettapower.com). ⚡

## Winnwood Retirement Community Provides Senior Citizens the Opportunity to Enjoy "Retirement Living at its Finest"

The Winnwood Retirement Community in Marietta has earned a reputation for providing the utmost in service to the 150 residents of its independent-living and assisted-living facilities.

"We treat people like they are on a luxury cruise ship, but with even better service," Winnwood Vice President John P. Rauls told *City Lights*. "We approach our work with warm southern sensibility, meaning that we emphasize being nice, compassionate and empathetic with residents and their families."

To ensure that the community maintains

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## Metal Coaters of Georgia Supplies Material for Countless Products That You See Every Day

Metal Coaters of Georgia attracts quite a bit of attention from motorists who drive past the company's facility next to Interstate 75 every day. Yet, most passers-by don't realize that they probably have some of the company's products in their own homes.

"Metal Coaters of Georgia specializes in applying coatings to metal, which goes into a variety of products, ranging from metal buildings to appliances to heating and air conditioning systems," said Randy Froehlich, vice president and general manager. "We produce approximately one million square feet of finished product each day."

Metal Coaters of Georgia, which is a subsidiary of NCI Building Systems, operates two plants in the Marietta Industrial Park. Together, the plants employ around 150 people.

Plant I handles the majority of the workload. Metal arrives at the facility by rail or by truck in large spools known as coils. Each coil measures approximately 48 inches wide and weighs approximately 30,000 pounds.

The coils first go into a staging area until needed. Workers then move them to the beginning of the production line and attach them to a mechanism that feeds the material into the system.

"We keep two coils in position at the beginning of the production line at all times," Froehlich said. "As soon as one coil runs out, we mechanically fuse the end of

the old one to the beginning of the next one and the process continues."

The metal then gets washed, chemically treated to improve paint adhesion and a primer coat of paint is applied. After applying the primer, plant machinery feeds the metal through an oven to cure the initial coating. The metal then passes through a water quench tank to cool it down before it gets its final coat of paint. Another oven then dries the exterior coating before the metal goes into another water bath and on to the rewinder, which rolls the metal back into coil form. Finally, after quality control technicians test the metal to ensure that the coatings meet customer specifications, the rolls of painted metal are loaded back onto trucks or rail cars for their journey to a customer's manufacturing facility.

"We are a toll processor," Froehlich said. "All of the metal we process belongs to our customers. We simply prepare it according to their specification."

While Plant I houses the majority of the company's manufacturing operations, Plant II also makes important contributions to the company's success. Although originally purchased primarily to provide additional storage space, the facility now houses several finishing processes. For one thing, Plant II contains slitting machinery that Metal Coaters uses to tailor coil widths to customer requirements. The facility also includes



machinery to provide custom emboss or texture the metal used in many of the end products.

Plant I runs 24 hours per day, seven days per week while Plant II runs two shifts five days per week. As such, Metal Coaters depends on a reliable supply of electricity. Even a 10-minute power outage can cost two to three hours of production time because of the way the facility operates.

"As far as I know, these facilities have always depended on Marietta Power to provide us with a dependable source of energy," Froehlich said. "Even during the recent storms caused by the hurricanes, we didn't lose more than 14 hours of production time due to power outages."

"Marietta Power also does a great job of communicating with us and letting us know when they will have power restored on those rare occasions when an outage has occurred," he added. "In such cases, we need to know when power will be restored so that we can plan operations and determine whether or not to keep our workforce on hand."

"Overall, Marietta Power has done a great job for us," said Froehlich. ⚡



### City Lights

is published by Marietta Power. Editor Peter Jonsson and the staff of *City Lights* welcome your questions, suggestions and comments. Address letters to:

### City Lights

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## Employee Profile



Lori Smith

## Lori Smith Enjoys Her Role as a Champion of Marietta BLW Customers

Lori Smith works hard to safeguard the interests of Marietta utilities customers as a Meter Reader Clerk with the city's Board of Lights and Water (BLW).

"I do a little bit of everything," Lori told *City Lights* recently. "I assist the Meter Reader Foreperson in reviewing more than 60,000 meter readings that are read each month. I edit the meter readings before they are billed to ensure accuracy. I work with Customer Service Representatives to resolve occasional problems that our customers encounter."

Lori joined the BLW team as a receptionist

in May 1997. She then went on to become a Meter Reader for two years. After meter reading, she moved over to Technical Services, where she worked in the Meter Shop and Apparatus Division for three years before taking on her current responsibilities.

Lori said helping customers resolve problems remains her favorite part of working with the BLW. She also praises her colleagues for their dedication and commitment to providing superior service.

"We have a great bunch of people here," she said. "Everyone here is like family to me."

In a couple of cases, she means that quite literally. Lori's husband, Scott, works as an Apprentice Lineman at the BLW. Her sister's husband works for the BLW, as well.

After hours, Lori also attends Kennesaw State University, where she is working on her bachelors in business administration. She expects to graduate in May 2006.

A Cobb County native, Lori devotes the remainder of her spare time to husband Scott, the couple's two dogs (Stoney and Sweet Pea) and their two cats (Gracie and Maggie). Lori and Scott also attend Burnt Hickory Baptist Church on a regular basis.

"I take a lot of pride in my work at the BLW. I am proud to work for the BLW. I enjoy the people I work with. Most of all, I enjoy working with Marietta BLW customers to ensure their satisfaction," said Lori. ✨

### Winnwood Retirement Community Provides Senior Citizens the Opportunity to Enjoy "Retirement Living at its Finest" continued from page 1

this high standard of service, Rauls carefully screens applicants and trains every member of the Winnwood staff. He specifically looks for outgoing, energetic people who take pleasure in helping others. As a result, most of the community's 40 staff members end up remaining on the Winnwood team for years.

"Our staff really sets Winnwood apart from other retirement communities and has helped us escape the medical model long associated with such communities," he said. "We all like to think that we are in the hospitality business rather than the medical business. We try to figure out what our residents will want before they ask for it, so that we can be ready to respond when we receive a request."

The community's picturesque setting further enhances Winnwood's appeal. The community occupies a scenic nine-acre site on Whitlock Avenue, in the heart of Marietta's historic district. More than 300 magnolia trees, dozens of giant oaks and beautifully landscaped gardens give the community a park-like appearance. At the same time, Winnwood's Victorian architecture, long wrap-around porches, charming turrets and stunning verandahs seem to come straight out of a bygone era.

Yet for all its outer charm, Rauls believes

that socialization remains the number one reason why people move to Winnwood.

"Our residents enjoy being around people they can talk to and socialize with," he said. "We also maintain a full schedule of activities to keep our residents occupied and entertained."

For example, the community hosts bridge tournaments each week for residents and bridge enthusiasts from all over Cobb County. The company also has its own limousine bus, which regularly takes residents on outings to places like Chateau Élan and special events like the Cherry Blossom Festival in Macon and the Apple Festival in Ellijay.

The community also has a variety of special features aimed at increasing the peace of mind enjoyed by residents and their family members. For example, each apartment in the community connects to an emergency call system that residents can activate from their bedroom or their bathroom if they are in distress. Rauls and his cousin, Andy Rauls, the community's assistant director, also live on site so that they can be nearby in case of emergency.

As a family business dedicated to providing peace of mind, John Rauls appreciates the peace of mind he gets from working with

reliable utility providers like Marietta Power and Marietta Water.

"Marietta's utilities have always been Johnny-on-the-spot if we had any needs or concerns," he said. "When we developed our disaster relief plan, Marietta Power provided us with a special hotline number to use if we encountered any drastic emergency."

"In addition, Marietta's utilities have always done a great job of communicating with us when they had work to do, such as repairing water lines or replacing electrical transformers," Rauls added. "They also try to coordinate this type of work with us so as not to disrupt meal preparation or any of the other services we provide to our residents."

This type of cooperation does a great deal to enable Winnwood to maintain its high level of service at all times, according to Rauls. And nothing means more to the Winnwood team than making sure that residents always feel safe, secure and right at home.

"Naturally, there's no place like home," Rauls said. "But if you can't be at home, Winnwood is a great place to be." ✨



### Saturday, October 23

#### Halloween Happenings

Glover Park in the Marietta Square

10 a.m. to 2 p.m.

Call (770) 794-5606 for information

### Saturday, October 23

#### Third Annual "Treasures from the Attic"

#### Benefit Bazaar

9 a.m. to 3 p.m.

Non-profit organizations from all over

Cobb County will participate

Maps available at the

Marietta Welcome Center

Call (770) 794-5601 for information

### November 12 and 13

#### Marietta Bluegrass Festival

Jim Miller Park

Call (770) 961-5974 for information

or visit [www.JackGrass.com](http://www.JackGrass.com)

### November 20 through 22

*Scarlett on the Square* will host *Cammie King*

Celebrate a weekend of Bonnie Blue

Butler

The Marietta Gone With the Wind

Museum

Call (770) 794-5145 for information or

visit [www.gwtwmarietta.com](http://www.gwtwmarietta.com)

### Saturday, November 20

Cobb Symphony Orchestra Children's

Concert

*A MAJOR/minor Mystery and Peter*

*and the Wolf*

Cobb Civic Center, Anderson Theater

3 p.m.

Free admission (sponsored by Publix

Super Markets Charities)

Call (770) 528-8490 for information

### December 10 through 12

#### *The Nutcracker*

The Georgia Ballet's 2004-2005

Season

Cobb Civic Center, Anderson Theater

Friday, December 10, at 7 p.m.

Saturday, December 11, at 2 p.m.

and 7 p.m.

Sunday, December 12, at 1:30 p.m.

and 5:30 p.m.

Call (770) 425-0258 for information

or visit [www.georgiaballet.org](http://www.georgiaballet.org).

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### Marietta Power

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